GUIDE

DefenseTravel Management Office

MyTravel Quick Start Guide For Travelers

January 18, 2022

v2.08

Table of Contents

Revision History

Revision	Date	Author	Revision/Change Description	Page, Section
1.00	4/30/20	Defense Travel Management Office (DTMO)	New Guide	All
1.01	5/21/20	DTMO	Updated Figures 1, 4, and 6	1, 4, 10
1.02	6/5/20	DTMO	Updated auto-cancellation notes	16, 25
2.00	10/14/20	DTMO	New User Interface	All
2.01	12/22/20	DTMO	Updated hotel search field and added note #6	3.1.1
2.02	1/13/21	DMTO	Added “Get Rates” button into Table 4	3.2.3
2.03	2/3/21	DMTO	Updated available expense items	3.3.3, 4.3.3
2.04	3/2/21	DTMO	Updated information about attachments	3.3.2, 4.3.2
2.05	9/20/21	DTMO	Updated system name	All
2.06	10/29/21	DTMO	Updated DTMO template & minor verbiage enhancements Slightly updated attachments info	All III.C.2, IV.C.2
2.07	12/17/21	DTMO	Updated DTMO website’s MyTravel page name & URL	V
2.08	1/18/22	DTMO	Updated instructions for reflecting leave and reservation screen properties, Updated MyTravel home screen image	III.B.1-4 Pg. 28

I. Introduction

This guide provides key information for Travelers who use MyTravel to create and submit their official travel documents. You can also find a wealth of information in the available User Guides and Demonstrations that the contractor created. If you are using an online version of this guide, selecting the links in it takes you directly to other helpful resources, though if needed, you'll find the applicable URLs at the very end of this guide.

Note: For best results, always use the Chrome browser to access MyTravel.

As you go through this guide, you'll see elements that are common to many screens. A selection of those common items is in Table 1. Please note also that some selectable items on every MyTravel screen that do not appear in this guide. We highly encourage exploration and experimentation with these items.

Table 1: Commonly Selectable Options

Item	Use It To ...
Chevrons (**v**, **^**, **>**, **<**)	Expand or collapse options
Sorted By	Reorder your search results
Question mark	See the definition of a term
Show, Hide	*Self-explanatory
Print, Email	*Self-explanatory
Add, Edit, Remove	*Self-explanatory
Comments	*Self-explanatory
*Though some explanations appear where needed in subsequent tables.	

II. Pre-Travel Activities

As soon as your account is available, log onto MyTravel to finish setting up your travel profile. To start setting up your travel profile, go to the top right corner of the MyTravel home screen (Figure 1), and select **Profile** in the upper right corner (Figure 1, indicator #1), then **Profile Settings** (Figure 1, indicator #2) on the drop-down menu. The profile menu (Figure 2) opens.

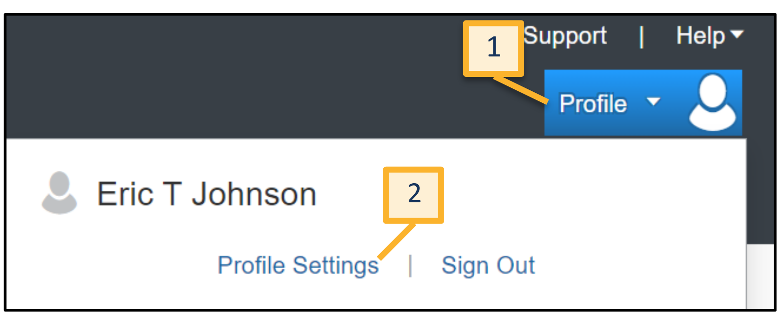

Figure 1: MyTravel Home Screen (Access Profile Settings)

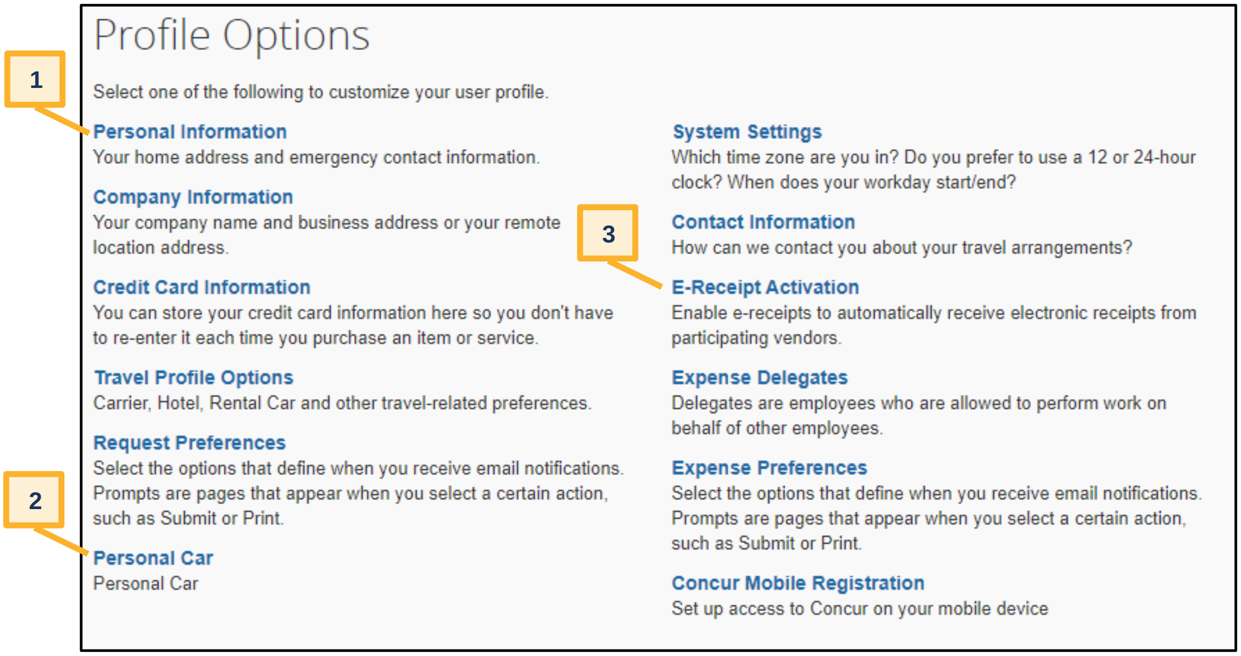

Figure 2: Profile Options

While you should review your entire profile and update anything that is missing or incorrect, the following three items are of key interest. Updating them makes using the system easier, so you should update them first. (List numbers equate to indicator numbers on Figure 2.)

1. **Personal Information**: In addition to the usual profile information (name, contact information, travel preferences, etc.), there are two steps you should take immediately:

   1.1. Register and verify 1-3 email addresses. MyTravel only accepts documents (e.g., receipts) emailed from verified email addresses.

   1.2. Add your Government Travel Charge Card (GTCC) number and expiration date. Doing so allows the system to make reservations and receive transaction information from the card vendor.

2. **Personal Car**: Entering information for at least one vehicle allows you to claim and receive payment for POV mileage.

3. **E-Receipt Activation**: Activating e-receipts lets MyTravel place vendor-provided electronic receipts directly into your expense report, when you create it.

You should review and update your profile at regular intervals, as well as when prompted by the system or directed by Component policy.

See the MyTravel Supplements on Profile Updates and Receipts for much more information about those topics.

III. Create and Submit Trip Request

Next, let's look at how you create your first MyTravel document – the trip request – and submit it for approval. The first step is to decide whether you can use MyTravel to support your trip, or whether you should be using DTS. The scope of trip types MyTravel supports will regularly increase as the system evolves, but a decision tool called the TravelBot (Figure 3) is available to help. It asks you a few questions that determine whether MyTravel is able to support your trip.

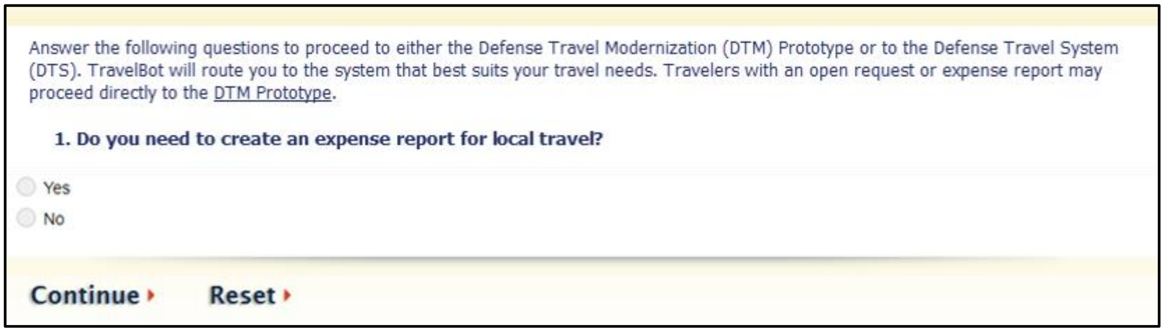

Figure 3: TravelBot (First Question)

- If your trip profile allows you to use MyTravel, selecting **Continue** takes you to the MyTravel home screen. For more information about that screen, see the MyTravel Supplement on *Home Page Features*.
- If MyTravel does not support your trip, selecting **Continue** sends you to DTS.

Note: You only need to use the TravelBot once per trip. After you know MyTravel can support your travel, you can use the direct link to access the system, without going through the decision tool again.

To create a trip request in MyTravel, you'll need to visit:

1. The MyTravel home screen, where you'll create your itinerary and identify the reservations you need.
2. The **Travel** module, where you'll actually make those reservations.
3. The **Requests** module to finalize your plans.

There's no need to worry about that though. As long as you start the process as described below, MyTravel walks you through and opens the right module at the right time.

Note: If you are working as a Traveler's Proxy or Delegate, see the MyTravel Supplement on *Proxies & Delegates* for additional information you'll need to get started.

A. MyTravel Home Screen

If MyTravel supports your trip, the TravelBot drops you off on the MyTravel Home Screen. Start by creating your itinerary and letting the system know what reservations you need.

1. Identify Itinerary and Required Reservations

In the left column of the MyTravel home screen are the **Trip Search** options (Figure 4), where you enter your itinerary and reservation information. The system then provides search results for all requested reservation types.

Important Note: If you need to make any reservations, always start with **Trip Search**. Do not begin by selecting **Start a Request** at the top of the screen!

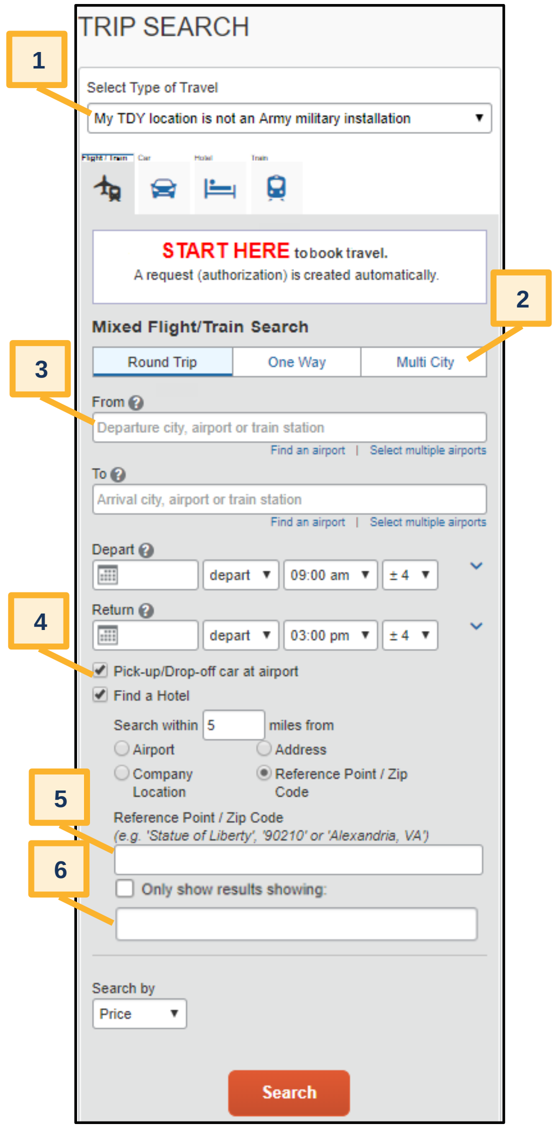

*Figure 4: MyTravel Home Screen (**Trip Search** Options)*

Notes (list numbers equate to indicator numbers on Figure 4)**:**

1. At this time, keep the default selection in the **Select Type of Travel** menu. All other options are undergoing development and testing.

2. If you are an appointed tester for TDY travel to multiple TDY locations in MyTravel (which the TravelBot does not currently support), select **Multi City** instead of the default **Round Trip**. You can then enter as many departure and arrival airports as you need by selecting an **Add Segment** link near the **Search** button.

3. Foreign OCONUS destinations can appear in the **To** and **Depart** fields, but you should only select them if you are an appointed tester for travel to foreign OCONUS locations in MyTravel.

4. Enter your TDY location by name, address, etc. in the **Reference Point** field.

5. Check the box and enter a text string in the **Only show results showing** field to limit your hotel results, say to a specific hotel brand or unique name.

B. Travel Module

When you hit **Search**, MyTravel moves you into the **Travel** module, where you make your travel reservations.

1. Select Flight Reservations

If your itinerary indicates that you need to make flight reservations, the flight selection screen opens. It displays all available flights in a matrix at the top of the screen and in a list of search results at the bottom.

- On the matrix, you can select a cell to limit the search results to flights on a specific airline, in a specific flight category (e.g., Government fares), or both.
- On the search results list (Figure 5), select a button reflecting a flight cost next to an item on the list (Figure 5, indicator #1) to make your selection.

You can find some of the more important selectable options for booking and confirming air travel in Table 2.

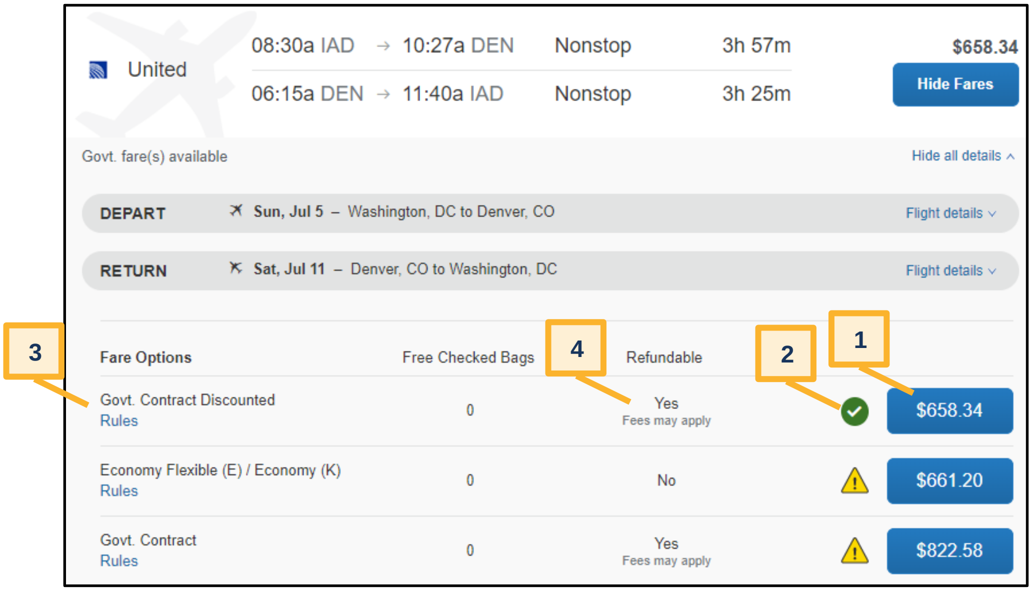

Figure 5: Select Flights & Fares

Notes:

1. The following icons mark your reservation options, not just flight reservations, but rental car, and hotel reservations as well:
   - Option is fully within policy; no justification required.
   - Option is fully within policy, and more information is available.
   - Option is within policy, but requires justification.
   - You may not select this option (e.g., not within policy, sold out).
2. Flights with only a single listed fare display a button showing the fare cost. Flights with multiple fares show a button labeled **Show Fares**. Select it to see all available fares. Pay attention to policy compliance icons (Figure 5, indicator #2), flight classes (Figure 5, indicator #3), and refund information (Figure 5, indicator #4). They all provide important information.
3. If you select a fare that requires justification, the **Travel Rule Triggered** screen (Figure 6) appears. It identifies your selection, up to 5 options that better adhere to policy (if applicable), and 1 or 2 fields to enter the reasons and justifications for your selection.

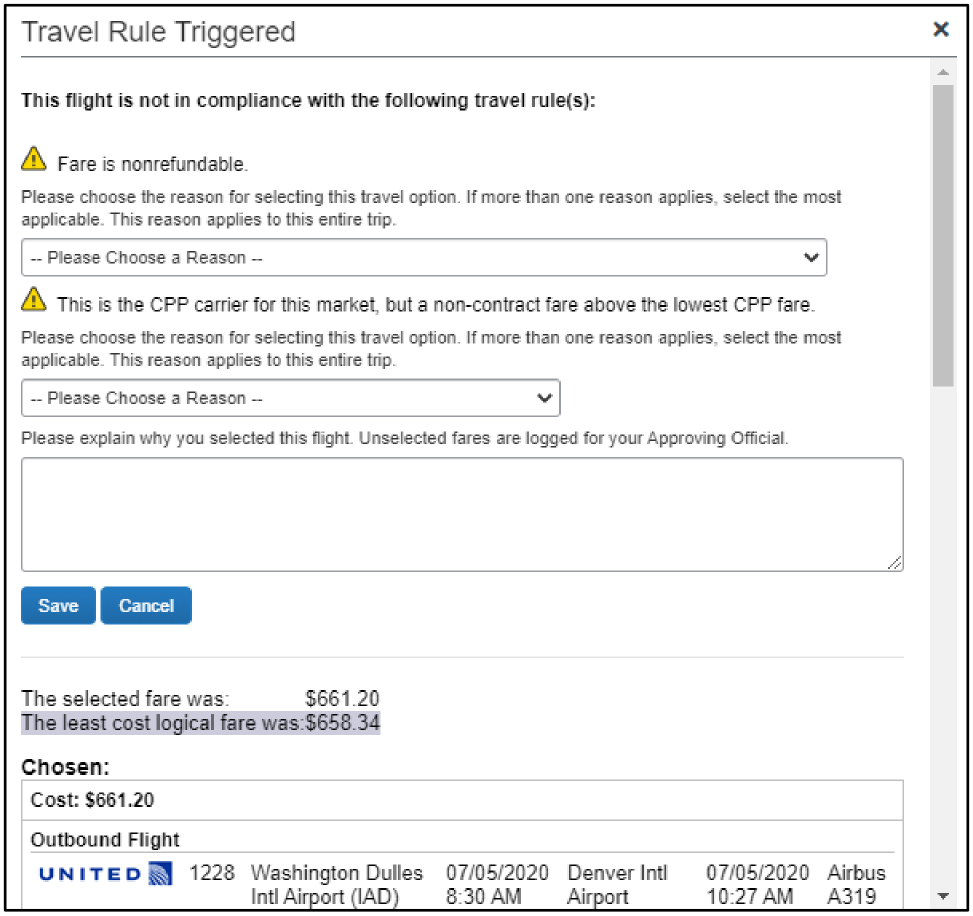

*Figure 6: **Travel Rule Triggered** Screen*

After selecting your flights, and justifying them if necessary, MyTravel presents a screen that lets you review the details of your chosen flight, accept or change it, select your seats, and more before you confirm the flight to move forward.

Table 2: Key Selectable Flight Options

Select …	To …
Key: *=Visible on screenshot (Figure 5) [SR]=**Search Results** Screen, [R]= **Review** Screen, [SS]=**Seat Selection** Screen	
[SR] **Total Estimated Cost**	Reservations made thus far
[SR] **Trip Summary**	Total trip cost thus far
[SR] **Change Search**	Search for flights again after altering one or more details
[SR] Various filter options	Limit or reorder your search results
[SR] **Shop by Fares**, **Shop by Schedule**, **Flight Number Search**	Limit or reorder your search results
[SR] Matrix column, row, or cell	Limit search results to a vendor, fare type, or both
[SR] ***Rules**	See the flight booking rules that apply to this flight (e.g., advance reservations, cancellations)
[SR] **Benefits / Services**	See what's included in the ticket price
[SR] *A single fare (e.g., $658.34)	Reserve a flight at that fare, open [R]
[SR] **View seats**	Go to [SS] (view only)
[R] **Select a seat**	Go to [SS] (selectable)
[SS] Available flights, individual seats, **Select Seat**	Select a flight and seat

2. Select Rental Car Reservations

If your itinerary indicates that you need to make rental car reservations, the rental car search results screen opens. It displays all available rental cars in a matrix at the top of the screen and in a search results list at the bottom.

- On the matrix, you can select a cell to limit the search options list to cars from a specific vendor, in a specific category (e.g., compact), or both.
- On the search results list (Figure 6), select a button reflecting a rental car cost next to an item on the list to make your selection. Table 3 contains a list of the most important rental car booking and confirmation options.

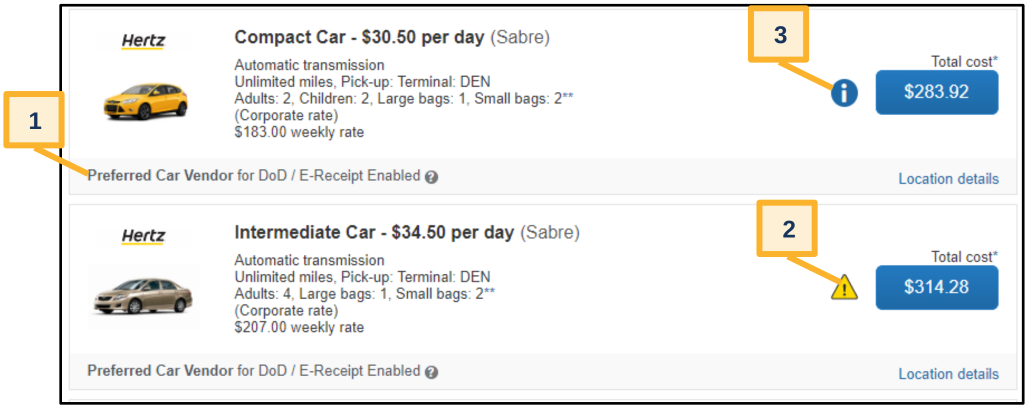

Figure 7: Select Rental Car

Note: Notes under each available car (Figure 7, indicator #1) identify whether the vendor is a DoD preferred vendor, is e-receipt enabled, etc. The icons indicate whether a car does (Figure 7, indicator #2) or does not (Figure 7, indicator #3) require a justification. Selecting a vehicle that requires a justification opens a screen similar to the flight justification screen (Figure 6).

After selecting your rental car, and justifying it if necessary, MyTravel offers you a screen that lets you review the details of your chosen vehicle, accept or change it, and more before you confirm the rental to move forward.

Table 3: Key Selectable Rental Car Options

Select …	To …
Key: *=Visible on screenshot (Figure 7) [S]=**Search Results** Screen, [R]=**Review** Screen	
[SR] **Trip Summary**	Reservations made thus far
[SR] **Total Estimated Cost**	Total trip cost thus far
[SR] **Change Car Search**	Search for cars again after altering one or more details (e.g., exclude leave days or search for off-airport vendor)
[SR] Various filter options	Limit or reorder your search results
[SR] A single matrix column, row, or cell	Limit search results to a fare type, vendor, or both
[SR] [R] ***Location** details	See vendor contact information, operating hours, etc.
[SR] *A single rental cost (e.g., $283.92)	Reserve a vehicle at that rate, open [R]

3. Select Lodging Reservations

If your itinerary indicates that you need to make lodging reservations, the **Hotel Per Diem Locations** screen (Figure 8) opens. It asks you to confirm your per diem rate. If the correct rate does not display, use the drop-down menu (Figure 8, indicator #1) to change the **Location** before continuing.

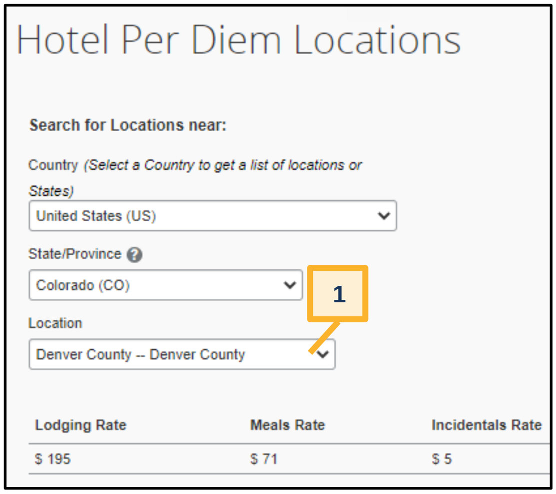

*Figure 8: **Hotel Per Diem Locations** Screen*

After you confirm your per diem rate, the lodging search results screen (Figure 9) opens. That screen displays available hotels on a map at the top of the screen and in a list at the bottom. Select the **Show Rooms** button next to any hotel to see the available room rates at that hotel. Select a button reflecting a room rate (Figure 9, indicator #1) to make your selection. Table 4 contains a list of the most important lodging booking and confirmation options.

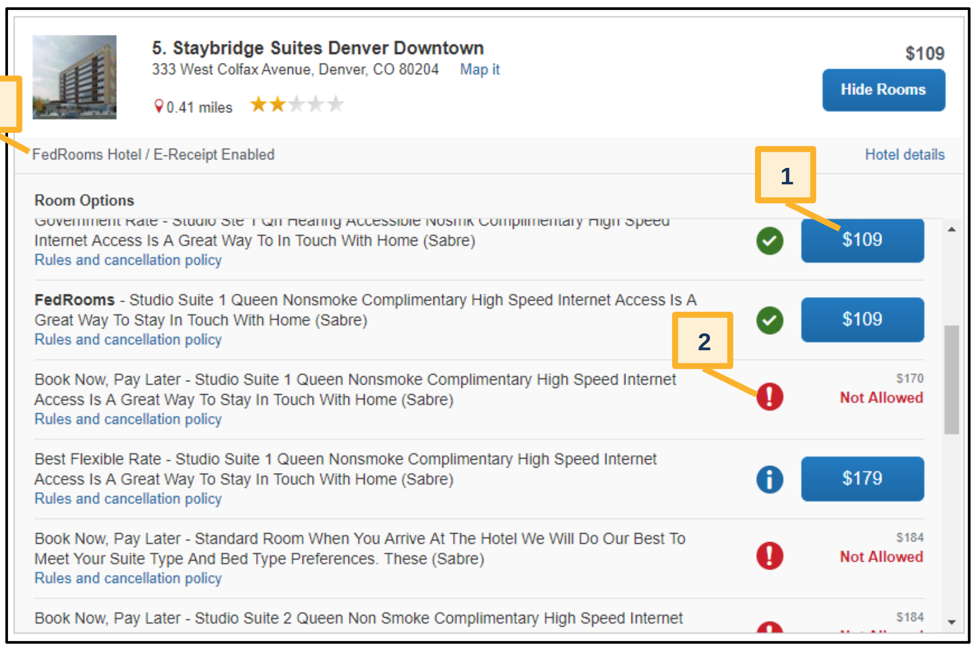

Figure 9: Select Hotel & Room Rate

Notes:

1. Red icons (Figure 9, indicator #2) show options that are unavailable, either because the hotel is sold out or the room selection policy is contrary to DoD policy in some way, such as requiring pre-payment.
2. If you select a room rate that requires a justification, MyTravel opens a screen similar to the flight justification screen (Figure 6).
3. Pay attention to the notes under the photograph of the hotel (Figure 9, indicator #3). They let you know whether the hotel is a DoD Preferred hotel (these exist in Integrated Lodging Program (ILP) locations), is a FedRooms participant, is FEMA approved, provides e-receipts, and more.

After selecting a rate and justifying it if necessary, MyTravel displays a screen that lets you review the hotel details, accept or change the hotel, accept the cancellation policy, and more before you confirm the booking and to forward.

Table 4: Key Selectable Lodging Options

Select …	To …
Key: *=Visible on screenshot (Figure 9) [SR]=**Search Results** Screen, [RR]= Room Rates Expanded, [R]= **Review** Screen	
[SR] **Trip Summary**	Reservations made thus far
[SR] **Total Estimated Cost**	Total trip cost thus far
[SR] **Change Search**	Search for lodging again after altering one or more details (e.g., exclude leave days)
[SR] Various filter options	Limit or reorder your search results
[SR] Various map display options	Change the view type (street, satellite, etc.), zoom in, zoom out, or re-center the map
[SR] **Map it**	Highlight a single property on the map
[SR] ***Hotel Details**	See hotel contact info, policies, amenities, etc.
[SR] **Get Rates**	See room rates not provided by initial search (number of rates provided is limited to speed processing time)
[SR] **View Rooms/*Hide Rooms**	Open and close [RR]
[RR] ***Rules and cancellation policy**	See hotel rules and cancellation policies
[RR] *A single room rate (e.g., $183)	Reserve a room at that rate, open [R]
[R] **I agree to …**	Register that you have read and understand the hotel's rate rules, restrictions, and cancellation policy

4. Finalize Reservations

After you've made and accepted all the reservations indicated by your itinerary, review them on the **Travel Details** screen. You can also change your itinerary and reservation details from that screen by using the many **Edit**, **Add**, **Change**, and **Cancel** links on it.

Note: At the top of the **Travel Details** screen is the **Trip Overview** section (Figure 10). If you need to enter new or adjust your current rental car or lodging reservations (say, to add one you for got or to exclude any full days of leave), use the **Car** (Figure 10, indicator #1) and **Hotel** (Figure 10, indicator #2) links in that section. Remember to only make reservations for your official (i.e., non-leave) days.

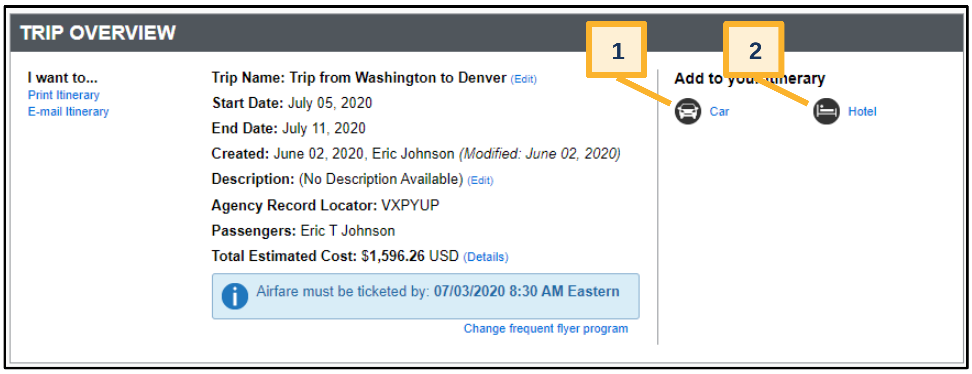

*Figure 10: **Travel Details** Screen (**Trip Overview** Section)*

When you select **Next>>** to proceed, the **Trip Booking Information** screen (Figure 11) opens. Among other options, it lets you edit the automatically generated **Trip Name** (Figure 11, indicator #1), enter a **Trip Description** (Figure 11, indicator #2) of your choosing, and select early ticketing (Figure 11, indicator #3), if needed. These are all optional steps, unless directed by your Component or local policy.

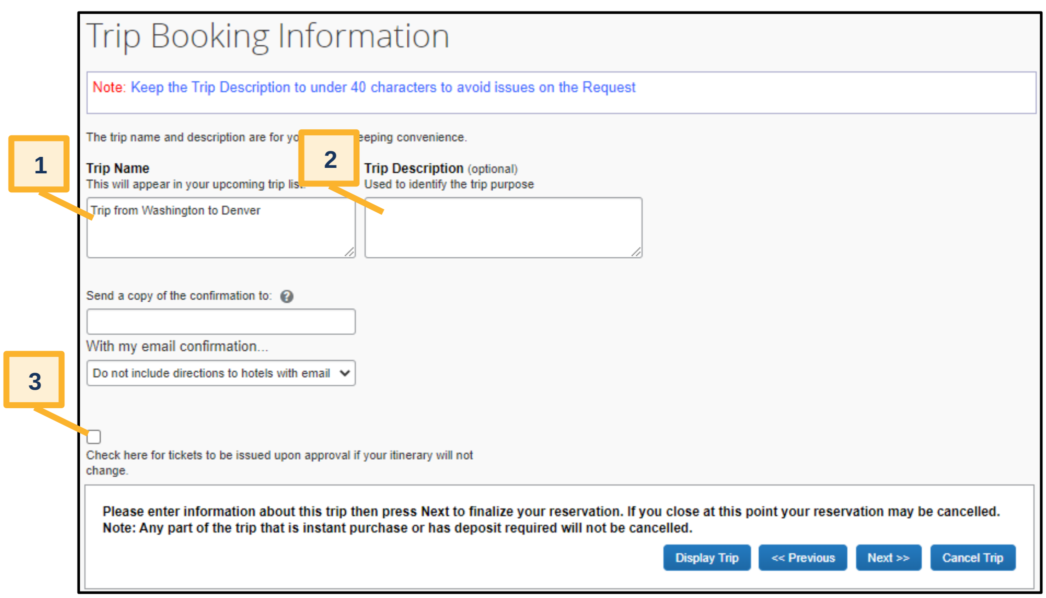

*Figure 11: **Trip Booking Information** Screen*

Select **Next>>** to proceed the **Trip Confirmation** screen (Figure 12), where you can review and finalize your reservations.

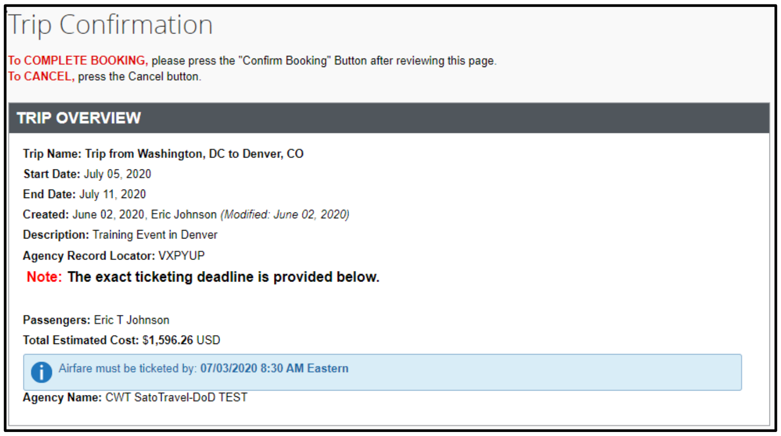

Figure 12: Trip Confirmation Screen (Top)

Four navigation buttons display at the bottom of the **Trip Confirmation** screen. Two (**Previous** screen and **Cancel Trip**) are self-explanatory. The other two are:

1. **Display Trip:** Shows all your reservations and provides options to make changes if necessary.
2. **Confirm Bookings>>:** Creates the actual trip request and moves you into the MyTravel **Requests** module.

Note: If you fail to confirm your flights within 24 hours of making your last reservation, MyTravel cancels your air reservations. This adheres to a standard travel industry practice to ensure that you don't hold reservations for long periods without purchasing them. If MyTravel cancels your air reservations for this reason, your request becomes permanently unusable, meaning that if you will take this trip, you must re-create the request from scratch.

C. Requests Module

The first time you arrive in the **Requests** module, you land on the **Edit Request Header** screen (Figure 13). When you open a trip request at any other time, it opens on the **Expected Expenses** screen (Figure 14).

1. Edit Request Header Screen

The **Edit Request Header** screen displays administrative information about the trip and you, the Traveler.

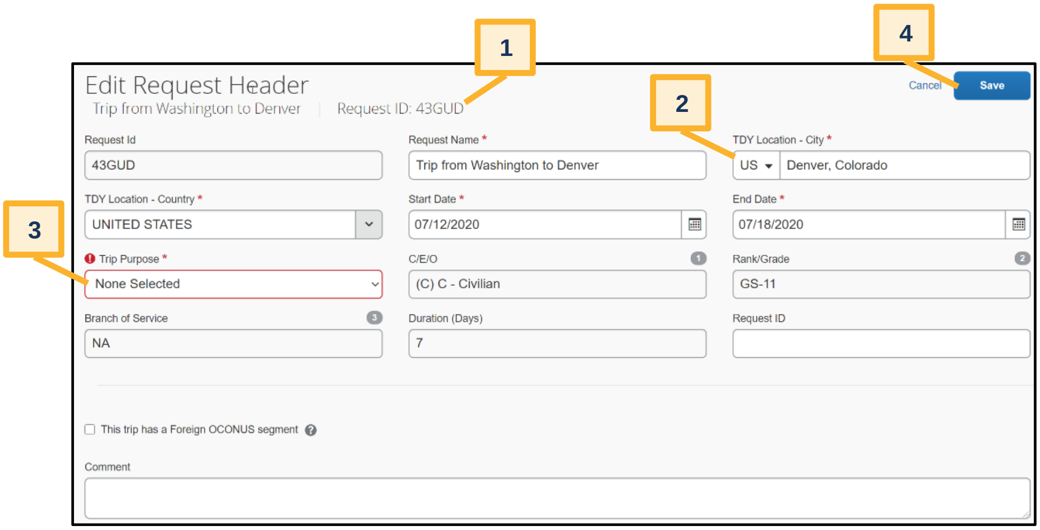

Figure 13: Edit Request Header Screen

Check the entire screen for accuracy. Four items of particular interest are (list numbers equate to indicator numbers on Figure 13):

1. **Limited document information:** The top of the screen displays the trip name and **Request ID** number. The latter is useful if you have to seek assistance with your document from a Travel Manager or the MyTravel help desk.
2. **TDY Location – City**: MyTravel may default this to your arrival airport. If it does, unless you are actually TDY to the airport, correct it to ensure your travel order reflects the proper TDY Location.
3. **Trip Purpose**: When initially created, a trip request is always missing this information. You must select one from the drop-down menu.
4. When all the information on this screen is accurate, select **Save**. The **Expected Expenses** screen (Figure 14) opens.

2. Expected Expenses Screen

The **Expected Expenses** screen (Figure 14) displays the expenses you anticipate incurring on the upcoming trip. It also serves as the home screen for your trip request. You access all other screens from it, and return to it when you have finished on that screen.

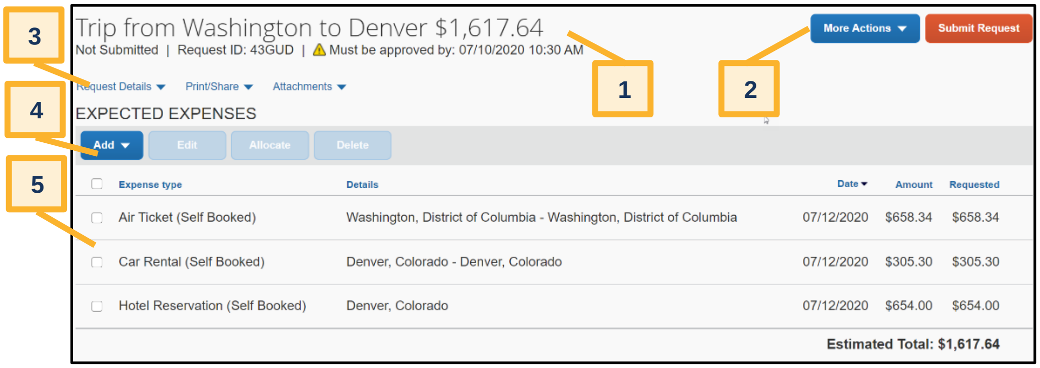

Figure 14: Expected Expenses Screen

The **Expected Expenses** screen displays (list numbers equate to indicator numbers on Figure 14):

1. **Expanded document information:** This information appears at the top of many screens in the **Requests** module. It includes the trip name, total cost, current status, **Request ID**, and approval deadline.

Note: The approval deadline is set by your departure date or by the booking rules of your flight. If the Approver fails to approve your request by this time, you will lose your flight reservations and cannot continue processing this document. If you are going to take this trip, you'll have to re-create the request from scratch.

2. **Buttons**: Table 5 explains the buttons and their effects. Note that not all options are available at all times.

*Table 5: Buttons at the top of most **Requests** Module Screens*

Select …	To …
More Actions > **Recall**	Take back control of the document to make changes to it. This is only possible if you submitted the request for approval, but the Approver has not approved it.
More Actions > **Cancel Request**	Cancel all your reservations. Prevents further use of this document. If you will take this trip, you must create a new trip request.
More Actions > **Copy Request**	Create a new trip request similar in content to this one.
More Actions > **Close/ Inactivate Request**	Remove the document from your active queue. Only do this at the request of a Travel Manager or help desk.
Submit Request	Send the document for approval. Don't use until your trip request is fully complete and accurate.

3. Links:

- **Request Details** provides a drop-down menu of links that display other **Requests** module screens and summary information. Table 6 lists the drop-down menu links and provides the section of this guide that gives further information about each one.

*Table 6: Links Available under **Request Details***

Find explanation for link …	In Section …
Edit Request Header	III.C.1
Request Timeline	III.C.5
Audit Trail	III.C.6
Allocation Summary	III.C.7
Travel Itinerary details	III.C.8
View request	III.C.9

- **Print/Share** lets you print the document, save it as a PDF, or email it to a person of your choice.
- **Attachments** lets you work with attachments – add, view, remove, etc.
  - The first time you select the link, you only have the option to **Attach Documents**. When you attach a document, the system converts it to a PDF and places a document icon next to the **Attachments** link.
  - After you've attached at least one document, selecting the link offers three options:
    - **View Documents**: Opens a PDF viewer that lets you see the attached PDF.
    - **Attach Documents**: Adds a new document into the existing attached PDF.
    - **Delete Documents**: Removes the attached PDF from the system, along with all documents that were in it. There is no option to remove individual documents from the attached PDF.

4. **Action buttons:** Table 7 provides additional information about the buttons.

*Table 7: Buttons on the **Expenses** Screen*

Select …	To …
Add	Add an expense. See Section III.C.3.
Edit*	Edit the details of an expense. See **Notes** below table.
Allocate*	Allocate an expense. See Section III.C.4.
Delete*	Self-explanatory.
*Initially inactive. Select an expense to activate it.	

Notes: An alternative to using the **Edit** button is to select the expense line to open the **Edit** screen. If you open any reservation expense, the top of the **Edit Expense** screen displays a **Booking Reference** number (Figure 15). The Travel Management Company (TMC) refers to this number as a Passenger Name Record (PNR). It is useful to know it if you have to seek the TMC's assistance with reservations.

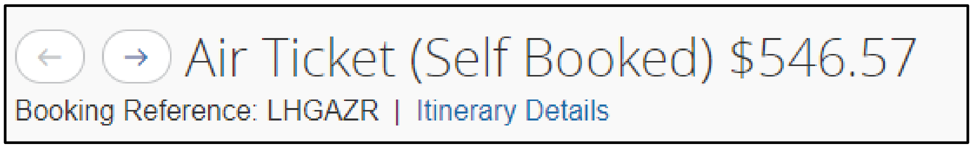

*Figure 15: **Edit Expense** Screen (Top)*

5. A list of expense estimates attached to the trip request and the key details, such as the expense type and estimated cost, of each one.

3. New Expense Screen

Selecting **Add** on the **Expected Expenses** screen opens a drop-down menu that lets you select the expense type you want to add. After you choose an expense type, the **New Expense** screen (Figure 16) displays.

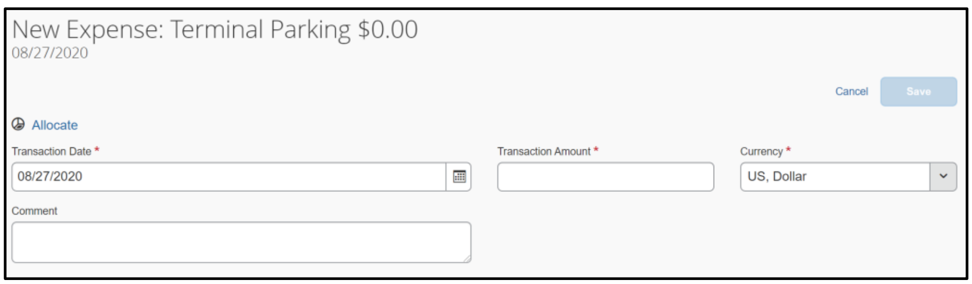

*Figure 16: **New Expense** Screen*

This screen provides fields to enter key information about the expense, such as the anticipated transaction date and amount. Please note that the specific fields that display and which ones are mandatory vary by expense type. Tables 8 and 9 show all available expense types available on a trip request.

Note: One expense item you must almost always add is **M&IE Allowance**. When you add it, the system uses your itinerary to calculate the number of days you'll receive per diem. It calculates your travel allowance based on 2 travel days at 75% M&IE, and the rest of the days at full M&IE. If you plan to take any full days of leave on this trip, subtract the number of days you intend to take from the total number of days.

- **Example:** Your itinerary shows a trip 12 days long, but you are planning to take 3 days of leave in conjunction. When you add the **M&IE Allowance** the system calculates your M&IE for all 12 days. You must change the number of days to 9 to account for the 3 days you can't receive any per diem. You should also enter a comment to let the Approver know why you changed the number of M&IE days, and which days you'll be on leave.

Table 8: Selectable Expenses on Trip Request

The TravelBot supports the use of these items. Use them as needed.

Expense Type	Expense	Notes
01. Transportation	**Airfare**	Estimated cost of air reservation.
	Airline Fees	Additional fees, (e.g., baggage).
	Commercial Bus Fare	
	Government Vehicle Fuel	
	POV Mileage	Select specific mileage rate (e.g., POV used when GOV available).
	Private Plane – Fees	
	Public Transportation	
	Rental Car	Estimated cost of rental car reservation.
	Rental Car Fuel	
	TDY Parking	
	Taxi/Car/Ferry Service	Taxis, ride sharing.
	Terminal Parking	
	Tolls	
	Train Fare	Public rail transportation.
02. Lodging	**Hotel Taxes**	
	Hotel/Lodging	Estimated cost of hotel reservation.
	Internet/Wi-Fi Fees (for Official Use)	
	Lodging Allowance Adjustment – Personal Preference	See **Note** below table.
04. Other	**Conference Registration Fee**	
06. Meals – Single TDY Trip Only	**M and IE Allowance** Applies on most trips	Use on single-TDY location trips. Ensure TDY location is accurate.

Note: Lodging Allowance Adjustment – Personal Preference:

- If you are TDY to an ILP location and chose to use a non-ILP property, MyTravel does not automatically limit your reimbursement to the ILP rate as the JTR requires. Instead, you must enter a negative cost equal to the amount your lodging exceeds the ILP limit.

- **Example:** You are TDY for 3 nights to a location where the ILP limit is $100/night ($300 total). You chose a hotel that charges $120/night ($360 total), so you must enter a -$60.00 **Lodging Allowance Adjustment** to account for the total amount you exceeded the limit.
- **Exceptions:**
  - If you selected a non-ILP commercial lodging property that is under the ILP limit, you don't have to use the self-limitation process.
  - If you use a DoD lodging type, the JTR allows you full reimbursement for your lodging. **Note:** DoD lodging options are not widely available through MyTravel, but some public-private venture (PPV) properties, such as Army Privatized Army Lodging (PAL) properties, are available.

Table 9: Generally Non-Selectable Expenses on Trip Request

The TravelBot does not support the use of these items. Do not use them unless you have specific approval to do so.

EXPENSE TYPE	EXPENSE	NOTES
01. Transportation	**Constructed Mileage Expense**	
02. Lodging	**Dual Lodging**	Cost of 2nd lodging room on one night (e.g., TDY within TDY)
05. Military Working Dog	**Hotel Fees for Mil Work Dog**	
	Kennel Handling Fee Mil Work Dog	
07. Meals – Multi segment Trips	**M and IE Allowance – Interim Days**	Only use on multiple-TDY location trips when the 75% rule does not apply (all except the first and last travel days). Ensure TDY location is accurate.
	M and IE Allowance – Travel Day	Only use on multiple-TDY location trips days when the 75% rule applies (i.e., the first and last travel days). Ensure TDY location is accurate.
11. International Related Expenses	**Foreign Country Entry/Exit Fees/Taxes**	
	Foreign Currency Conversion Fees	
	Immunizations/ Inoculations	
	International Drivers Permit Fees	
	International Guide Services/Driver	
	International Transaction Fees (Charged on Travel Card)	
	Passport/Visa Fees	

4. Allocate Screen

You use the **Allocate** screen (Figure 17) to add one or more lines of accounting (LOAs) to a trip request. An LOA indicates the source of the funds that will pay for the trip. If you add more than one LOA, the screen also lets you allocate the trip costs – by dollar amount or percentage – to the selected LOAs.

To get to the **Allocate** screen, select any expense on the **Expected Expenses** screen (Figure 14) then select **Allocate** on the row of buttons (Figure 14, indicator #4).

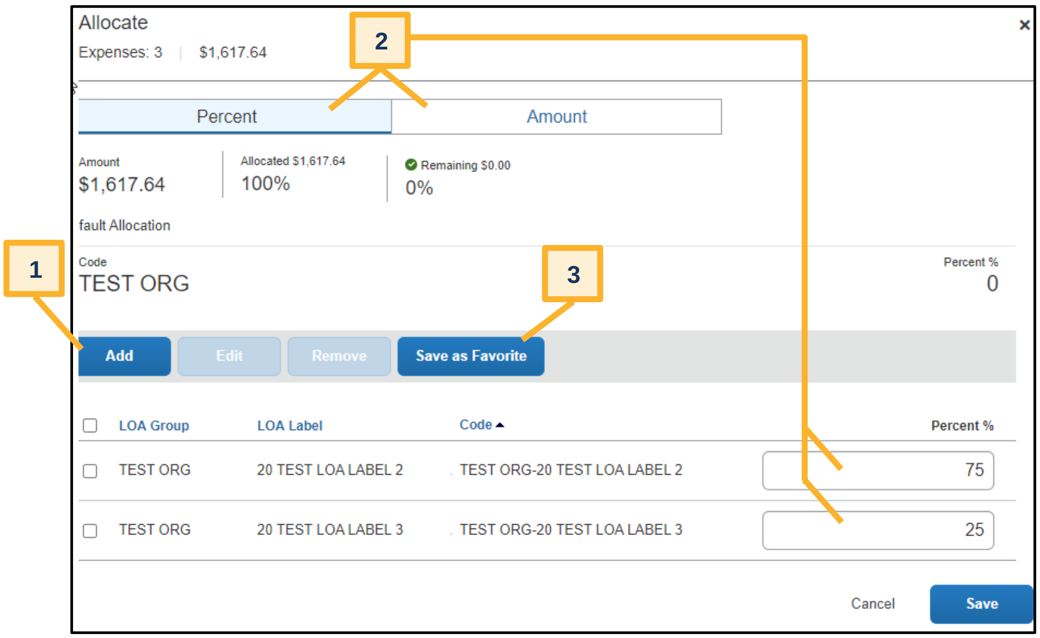

*Figure 17: **Allocate** Screen*

The **Allocate** screen lets you (list numbers equate to indicator numbers on Figure 14):

1. **Add**, **Edit**, or **Remove** an LOA. All involve secondary actions such as identifying the LOA you want to add (Figure 18), updating any incorrect information, or acknowledging a removal.

2. Allocate expense costs between LOAs by **Percent** or **Amount** if you added multiple LOAs to your trip request.

3. Select **Save as Favorite** to create a short list of LOAs that you use frequently. On subsequent trips, you can use the **Favorite Allocations** tab (Figure 18, indicator #1) when adding an allocation to find your favorite LOAs quickly.

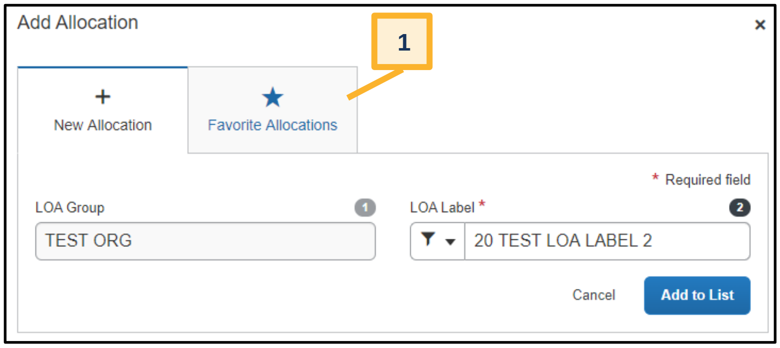

Figure 18: ***Add Allocation*** *Screen*

4. Select **Save** on the **Allocate** screen to close the screen and return to the **Expected Expenses** screen.

5. Request Timeline Screen

The **Request Timeline** screen (Figure 19) tracks the document's approval progress.

To get to the **Request Timeline** screen, select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 14, indicator #3), then the **Request Timeline** link from the drop-down menu.

On the left, the screen shows the key steps in the approval process and the person or system responsible for each step. Green checkmarks identify completed steps. On the right is a list of all completed actions, the name of the person or system that accomplished them, and when.

Although an **Edit** link appears on the screen, DoD has disabled it.

Figure 19: ***Request Timeline*** *Screen*

Select **Close** to return to the **Expected Expenses** screen.

6. Audit Trail Screen

The **Audit Trail** screen (Figure 20) tracks all document actions – reservations made, submissions, approvals, returns, and more.

To get to the **Audit Trail** screen, select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 14, indicator #3), then the **Audit Trail** link from the drop-down menu.

The screen identifies and describes each change, along with who made it and when. You can't make any changes on this screen.

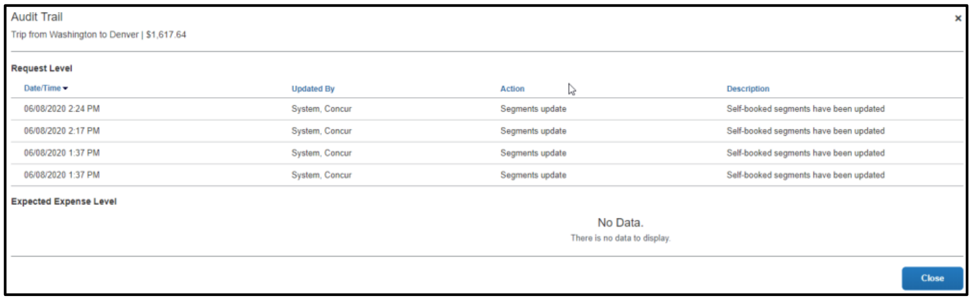

*Figure 20: **Audit Trail** Screen*

Select **Close** to return to the **Expected Expenses** screen.

7. Allocation Summary Screen

The **Allocation Summary** screen (Figure 21) displays the total amount allocated to each LOA attached to the document.

To get to the **Allocation Summary** screen, select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 14, indicator #3), then the **Allocation Summary** link from the drop-down menu.

You can't make any changes on this screen.

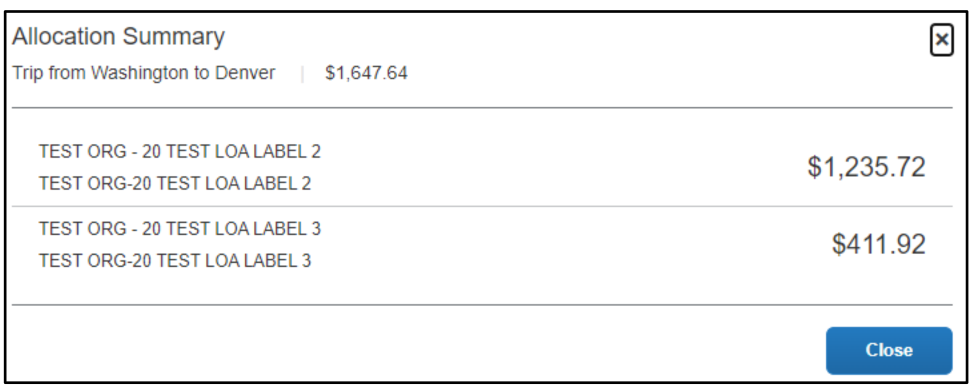

*Figure 21: **Allocation Summary** Screen*

Select **Close** to return to the **Expected Expenses** screen.

8. Travel Itinerary Screen

The main portion of the **Travel Itinerary** screen is the same as the **Trip Confirmation** screen you saw earlier (the top of it is visible in Figure 12). To get to it, select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 14, indicator #3), then the **Travel Itinerary Details** link from the drop-down menu. You can't make any changes on this screen, but there are several buttons at the bottom of the screen. Table 10 explains them.

*Table 10: Buttons on the **Travel Itinerary Details** Screen*

Select …	To …
Change Trip	Open the **Travel Details** screen (same as the **Trip Confirmation** screen, Figure 12). From there, you can change your reservations.
Print Itinerary	Self-explanatory.
E-mail Itinerary	
Open in Outlook	Add a calendar reminder of your trip to Outlook.
Share Trip	Share trip details with a selected person.
Close	Close the screen and return you to the **Expected Expenses** screen.

9. View Request Screen

The **View Request** screen (Figure 22) shows a summary of itinerary, reservation, and document history information. To get to it, select the **Request Details** link at the top of the **Expected Expenses** screen (Figure 14, indicator #3), then the **View Request** link from the drop-down menu. You can't make any changes on this screen, but there are several buttons at the bottom of the screen. Table 11 explains them.

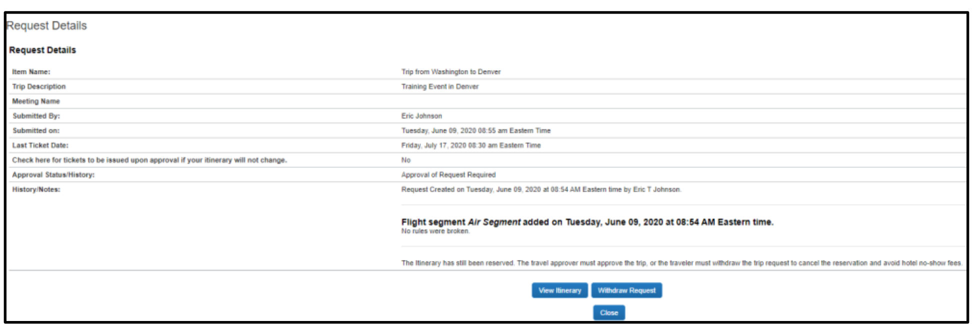

*Figure 22: **Request Details** Screen*

*Table 11: Buttons on the **Travel Itinerary Details** Screen*

Select …	To …
View Itinerary	Open the **Travel Details** screen (same as the **Trip Confirmation** screen, Figure 12). From there, you can change your reservations.
Withdraw Request	Cancel your trip request.
Close	Close the screen and return to the **Expected Expenses** screen.

10. Alerts – Hard Stops and Warnings

You need to be very familiar with the two icons that indicate what MyTravel calls alerts. Those icons are:

1. = **Hard stop**: This is an error that will cause the document to reject when you submit it. (**Note:** If you fix an error that previously caused a red icon on submission, the icon remains visible, even if you fixed the cause of the error. When you re-submit, the system re-evaluates the document, and either allows submission or rejects the document again.)
2. = **Warning**: It notifies you that something requires you to take an action, such as entering a comment to verify you meet the requirements for a certain expense. It also draws the Approver's attention to the same fact. MyTravel allows you to submit a request that contains warnings.

When your document contains any alerts, a yellow or red **Alerts** bar (Figure 23) appears at the very top of the **Expected Expense** screen. You see the yellow bar if all your alerts are warnings. If even one alert is a hard stop, the bar is red. Initially, the bar displays with the details hidden. Select the **V** icon to view the alert details. You can then toggle the details off again by selecting the **^** icon.

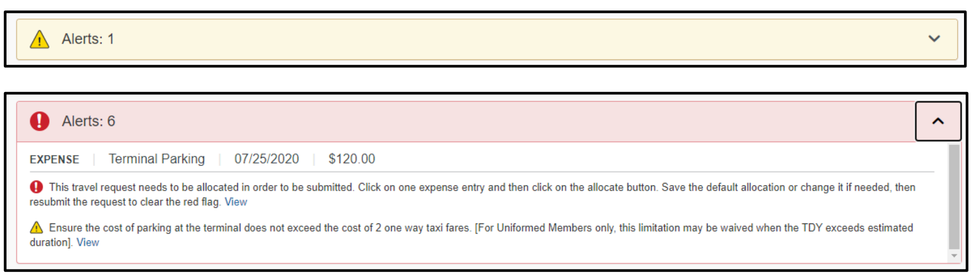

*Figure 23: **Alerts** Bars – Yellow Bar w/ Details Closed, Red Bar w/ Details Open*

After you successfully remove all hard stops from the document and address all the warnings, you can select **Submit Request** – it's one of the selectable buttons at the top of the **Expected Expenses** screen (Figure 14, indicator #2) – to send the request to your Approver. Approval gives you permission to travel.

Note: If you exit MyTravel without submitting the request, the system cancels your air reservations after 2 hours. When that happens, your request becomes permanently unusable, meaning that if you will take this trip, you must re-create the request from scratch.

IV. Create and Submit Expense Report

After your trip, you must submit an expense report (also known simply as an "expense" or a "report") to receive payment for your travel. That process begins on the MyTravel home screen.

Notes:

1. When you return from TDY, always follow the process outlined below to create your expense report. Although there are other options on the MyTravel home screen that look just as enticing, and some of them initially appear to work, they may cause your document to fail, and you'll have to re-create it from scratch.
2. If you need to create an expense report to support official travel in the local area, do not use the instructions in this guide at all. See the MyTravel Supplement on Local Travel Expense Reports instead.

A. Create Report Header

Log onto MyTravel (Figure 24) and select the **Start a Report** tab (Figure 24, indicator #1) near the top of the screen. The **Create New Report** screen (Figure 25) opens. Table 12 explains the editable options on that screen, though your local or Component policy may provide more specific instructions on what you can or must enter.

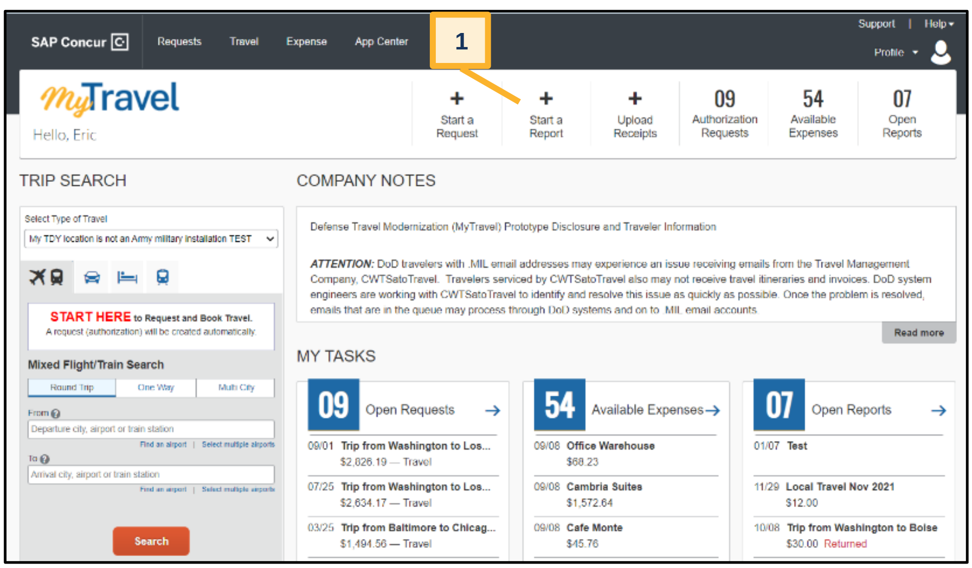

*Figure 24: MyTravel Home Screen, **My Tasks** Area*

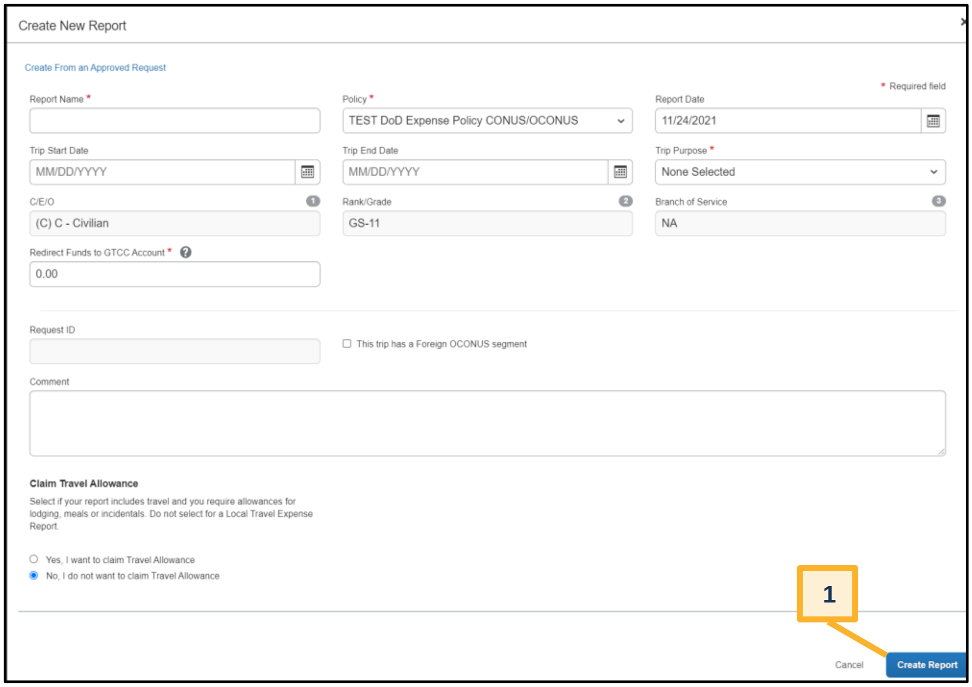

*Figure 25: **Create New Report** Screen*

*Table 12: Editable options on the **Create New Report** screen*

Option	Notes
Report Name	Enter any document name you like, up to 30 characters in length.
Policy	Select your trip type – at this time, your only option for TDY travel is **DoD Expense Policy CONUS/OCONUS**.
Report Date	Defaults date you created the report, though you can change it if needed.
Trip Start Date	Enter the date you began your trip.
Trip End Date	Enter your return date.
Trip Purpose	Select the reason you traveled from the options.
Redirect Funds to GTCC Account	Defaults to $0.00. Enter any additional amount you want to send to the GTCC vendor to pay off any GTCC charges not reimbursed through the expense report (e.g., meals charged to the GTCC). If you don't know the amount now, you can return to this screen at any time to enter it.
This trip has a Foreign OCONUS segment	Check the box if you traveled to or from any foreign OCONUS area. Do not check it unless you are authorized to test foreign OCONUS travel in MyTravel.
Comment	Enter any necessary comments.
Claim Travel Allowance	Defaults to No. You must select **Yes** to claim an M&IE allowance on this trip. Leaving it set to **No** prevents any M&IE claims.

When all information on this screen is correct, select **Create Report** (Figure 25, indicator #1). The **Travel Allowances For Report** screen (Figure 26) opens on step 1.

B. Import Itinerary and Create Travel Allowances

The TDY travel expense report creation process requires you to import an itinerary, create your travel (per diem) allowances, and link the expense report to a trip request. The first two steps happen sequentially, as shown below.

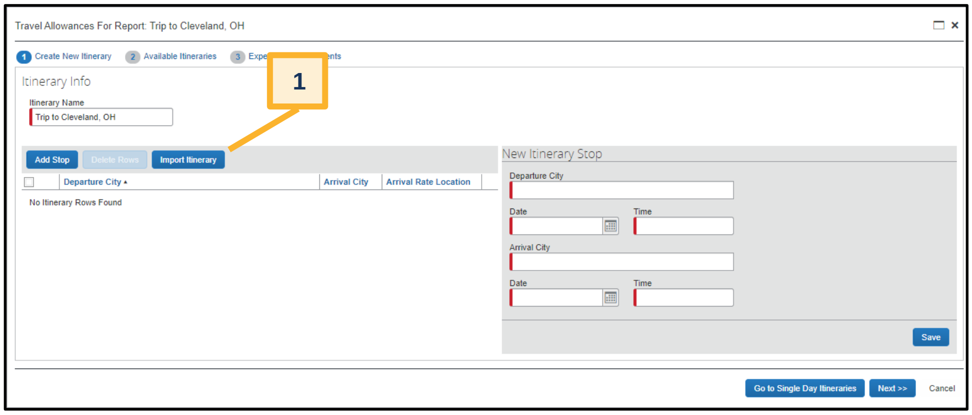

*Figure 26: **Travel Allowances For Report** Screen, Step 1*

1. To start the process of attaching an itinerary to your expense report, select **Import Itinerary** (Figure 26, indicator #1) to open the **Select Trip and Charges** pop-up screen (Figure 27).

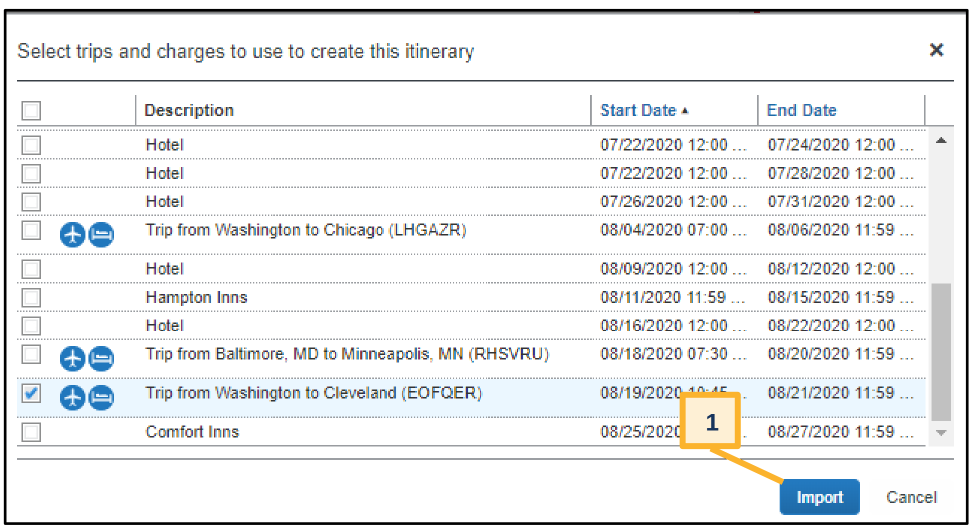

*Figure 27: **Select Trips and Charges** Pop-Up Screen*

2. Check the box next to the itinerary you want to import – but don't check any available expenses at this time – then select **Import** (Figure 27, indicator #1). The **Travel Allowances For Report** screen re-opens on step 1 (Figure 28), with the itinerary you selected now visible.

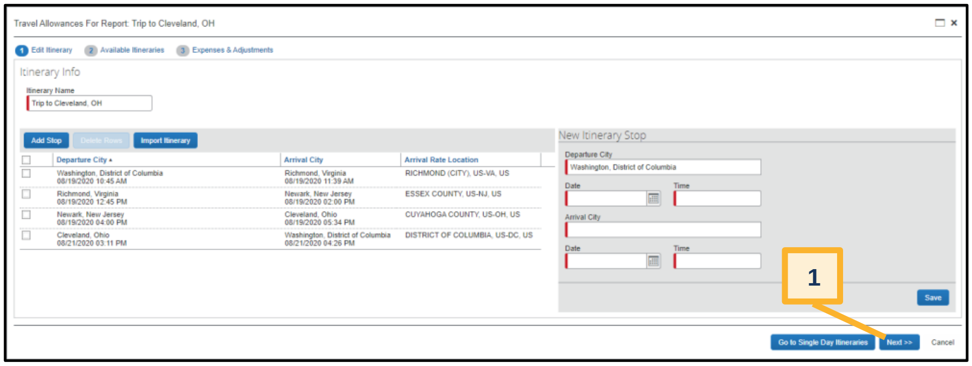

*Figure 28: **Travel Allowances For Report** Screen, Step 1 (Updated)*

3. Select **Next** (Figure 28, indicator #1) to open the **Travel Allowances For Report** screen on step 2 (Figure 29).

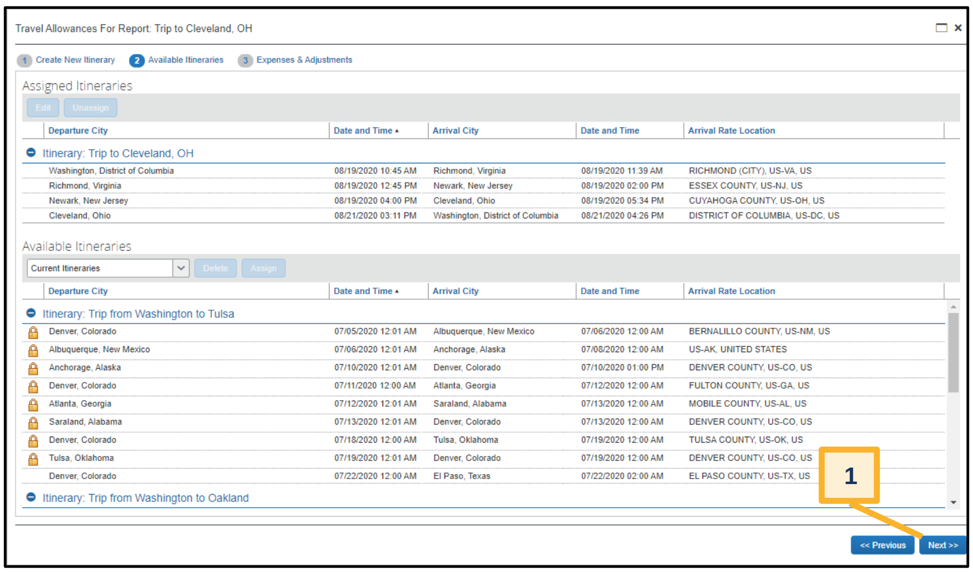

*Figure 29: **Travel Allowances For Report** Screen, Step 2*

4. Either confirm you've imported the correct itinerary or use the on-screen tools to replace it. When the correct itinerary displays under **Assigned Itineraries**, select **Next** (Figure 29, indicator #1) to open the **Travel Allowances For Report** screen on step 3 (Figure 30).

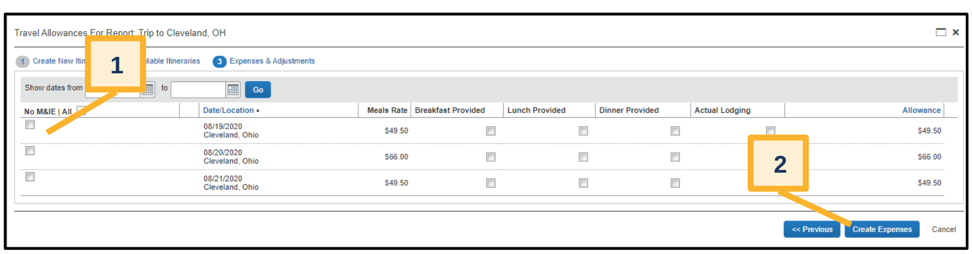

*Figure 30: **Travel Allowances For Report** Screen, Step 3*

5. Review your travel allowances. If you took any full days of leave, check the boxes in the **No M&IE** column (Figure 30, indicator #1). Do not select the outbound or return travel day, as you are always authorized M&IE on official travel days. When you're done, select **Create Expenses** (Figure 30, indicator #2) to open the **Expenses** screen (Figure 31) with your M&IE expense items added.

Note: The other check boxes on this screen (Figure 30) are for future use. They will one day allow you to claim such things as a proportional meal rate (PMR) or actual lodging.

C. Expense Module

The **Expense** module opens on the **Expenses** screen, though that screen has different layouts depending on whether you just created the expense report or if you are opening an existing expense report. The **Expenses** screen displays:

- The initial layout when you create a new expense report. See Section IV.C.1.
- The standard layout when you open an existing expense report. See Section IV.C.2.

Note: Although the screen displays no actual screen name, this guide refers to it as the **Expenses** screen.

1. Link Expense Report with Trip Request

Note: This very important step only applies when initially creating an expense report, not when accessing an existing expense report. You must do this step for every TDY travel-related expense report.

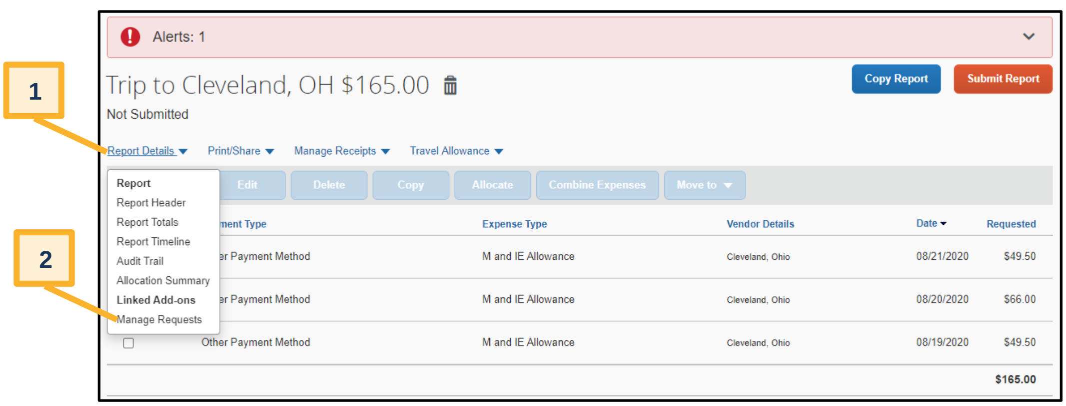

*Figure 31: **Expenses** Screen, Initial Layout*

1. Your very first action for a new expense report must be to link it with its trip request. To do so, select the **Request Details** link (Figure 31, indicator #1), then **Manage Requests** (Figure 31, indicator #2) on the drop-down menu. The **Requests** screen (Figure 32) opens.

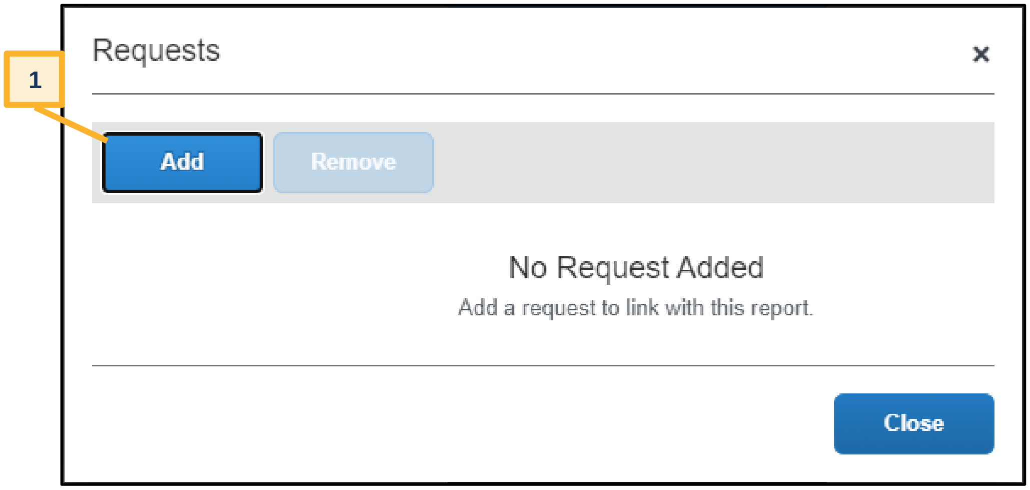

*Figure 32: **Requests** Pop-up Screen*

2. Select **Add** (Figure 32, indicator #1). The **Available Requests** pop-up screen (Figure 33) opens.

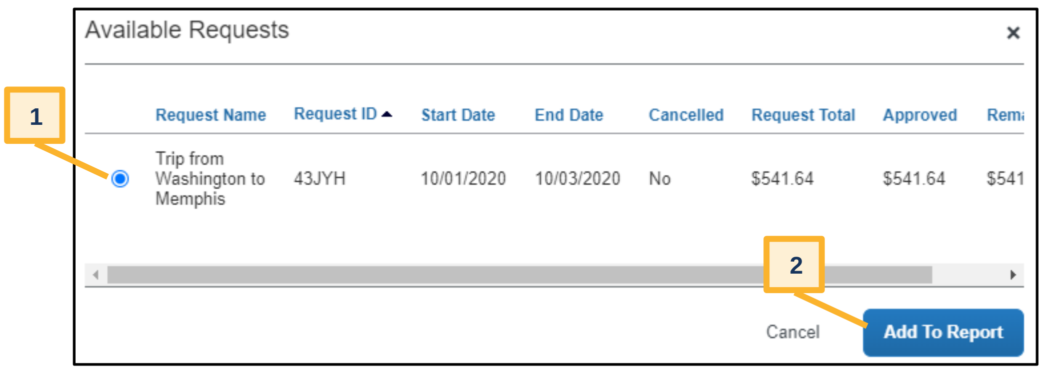

*Figure 33: **Available Requests** Pop-Up Screen*

3. Select the radio button next to the trip request you want to associate with this expense report (Figure 33, indicator #1), then **Add to Report** (Figure 33, indicator #2). The **Requests** pop-up screen (Figure 34) displays the selected information.

Note: If the trip request you need does not appear on the **Available Requests** list, it is probably closed. MyTravel closes all documents after 60 days of inactivity, but a Travel Manager can re-open it for you.

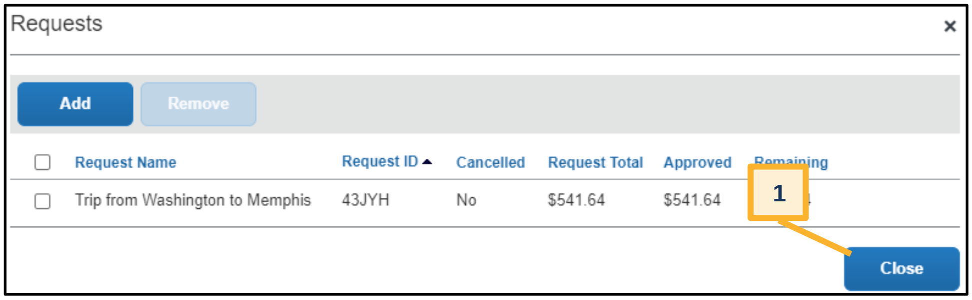

*Figure 34: **Requests** Screen with Trip Request Added*

4. After adding the request, select **Close** (Figure 34, indicator #1) to return to the **Expenses** screen (Figure 35).

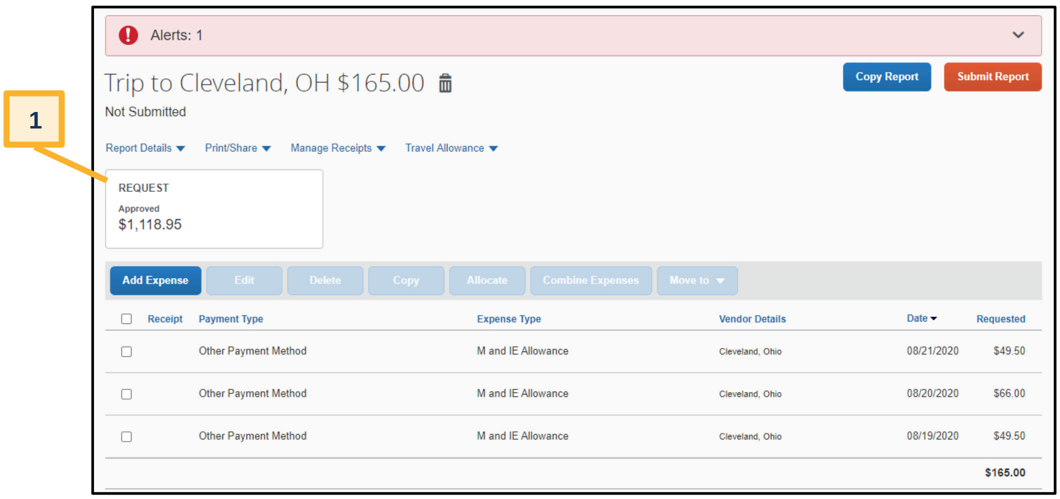

*Figure 35: **Expenses** Screen Showing Request Attached*

The **Request** information block (Figure 35, indicator #1) provides a clear indication that this expense report successfully linked with a trip request. If you do not see it, repeat the steps above.

2. Expenses Screen (Standard Display)

Once you've linked the expense report with its trip request, the **Expenses** screen takes on its standard layout (Figure 36), which will remain in effect for the rest of the expense report's life-cycle. With few exceptions (see below), everything on the screen is either self-explanatory or functions as previously described.

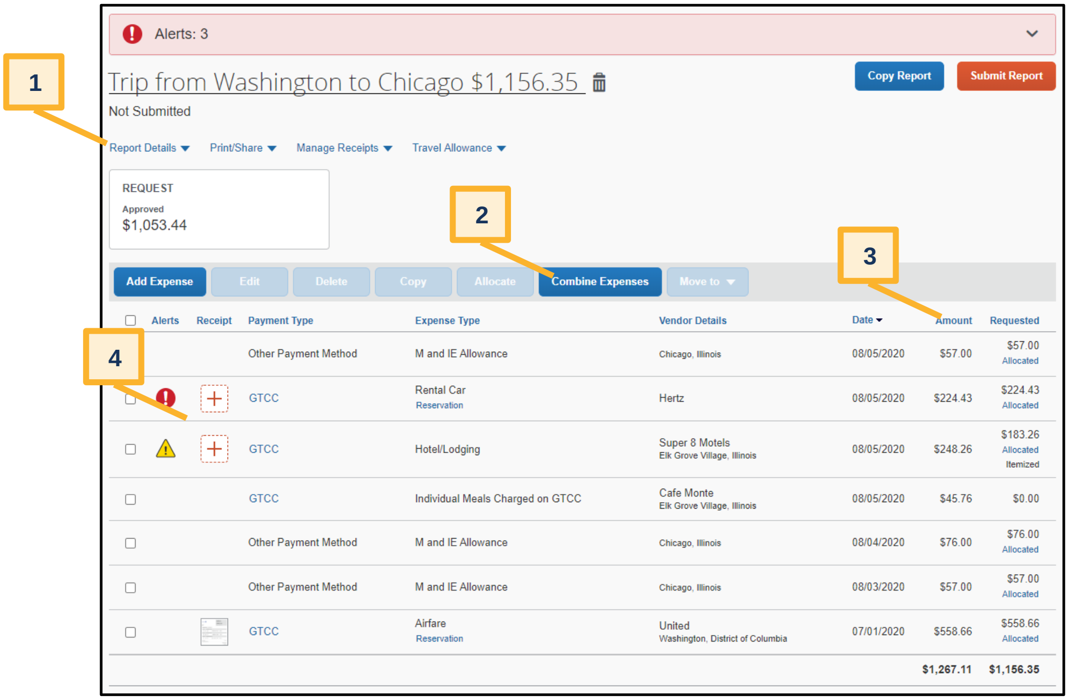

*Figure 36: **Expenses** Screen (Standard Layout)*

The only items that bear some additional explanation are (list numbers equate to indicator numbers on Figure 36):

1. **Navigation links:** Table 13 provides information about links that do not appear in trip requests or do not function essentially the same as those in trip requests.

*Table 13: Navigation Links on the **Expenses** screen*

Path		The Resulting Screen …
Report Details	**Report Header**	Allows you to enter an additional dollar amount to pay off GTCC charges. (See Table 12 for further explanation.)
	Report Totals	Shows the total claim amount and totals by category – e.g., amount due to Traveler vs. amount to pay GTCC vendor, etc.
	Manage Requests	Lets you link a trip request with the expense report as described above.
Manage Receipts	**Manage Attachments**	Opens an upload tool if there is currently no attachment; otherwise, opens a PDF viewer that displays the attached PDF file. The PDF viewer has a **Delete** link that removes the attached PDF and an **Append** link that adds a new document into the attached PDF. There is no option to delete a single document from the attached PDF.
	Missing Receipt Declaration	Lets you create a missing receipt form if you lost an irreplaceable receipt.
Travel Allowance	**Manage Travel Allowance**	Allows you to adjust your trip itinerary and travel allowances if needed.

2. The **Combine Expenses** button. You'll rarely have to use this button. MyTravel uses key data fields (e.g., date, cost) to automatically merge expense estimates pulled in from the trip request with its associated elements (e.g., GTCC transactions, e-receipts). If the system does not associate such items for any reason, two or more expense items will display for the same expense. Use the **Combine Expenses** button to re-associate the entries and avoid an overpayment.
    - **Example:** Your expense report shows a $50 parking expense and its associated $50 GTCC transaction as two separate items – a total of $100 in expenses. Combining these expenses merges the expense with its payment, creating a single $50 expense item, and preventing a $50 overpayment.
3. The **Amount** (Paid) and (Amount) **Requested** columns. These two columns usually show the same amount. If the (Amount) **Requested** column shows:
    - $0.00, the JTR does not allow reimbursement for the expense.
    - Any amount less that the **Amount** (paid), the JTR or Approver limited your allowed reimbursement.
4. Icons. See Section IV.C.4 to see unique expense report icons.

3. Expenses Screen (Add or Edit Expenses)

When you select **Add Expense** on the **Expenses** screen (Figure 36), the **Add Expense** screen (Figure 37) opens. It has two tabs that allow you to import available expense items and create new ones from scratch. This section explains both of these options.

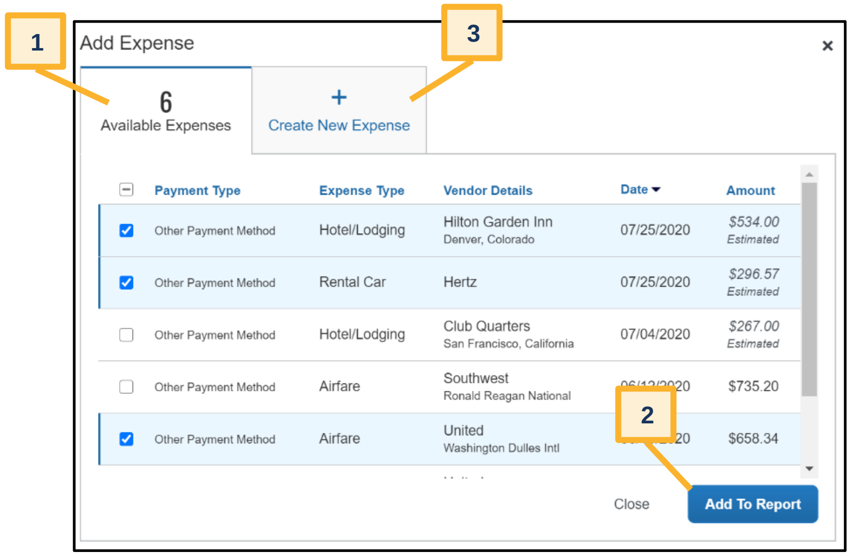

*Figure 37: **Add Expense** Screen, **Available Expenses** Tab*

1. Use the **Available Expenses** tab (Figure 37, indicator #1) to see all expenses MyTravel has available for import. Select all expenses applicable to this trip, then select **Add to Report** (Figure 37, indicator #2). The **Expenses** screen updates to display the items you imported.

2. Select the **Create New Expense** tab (Figure 37, indicator #3) to see a drop-down menu (Figure 38) of the expense types you can create from scratch. Select one to open the **New Expense** screen (Figure 39).

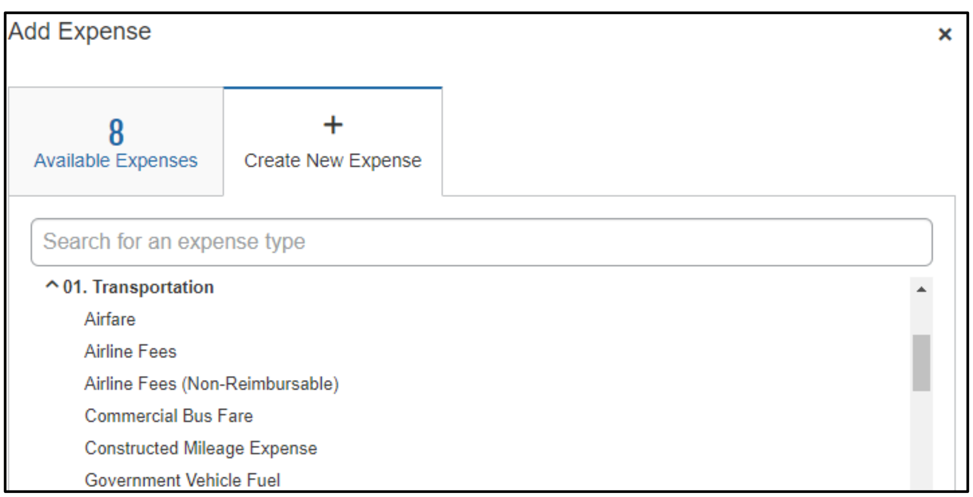

*Figure 38: **Add Expense** Screen, **Available Expenses** Tab*

After you've imported or created an expense, you can select it on the **Expenses** screen to open the **Edit Expense** screen.

The **Add Expense** screen and **Edit Expense** screens both have two tabs: a **Details** tab (Figure 39), which displays basic information about the expense, and an **Itemizations** tab (Figure 40), which displays all the individual expenses that appear on an itemized receipt.

Note: To quickly explain itemizations, MyTravel recognizes two types of receipts:

- Most receipts list the full cost of a single type expense type, even if that cost includes multiple individual charges – for instance, a taxi ride, a payment for multiple days of parking, a tankful of gas, etc.
- Itemized receipts show different types of purchases on a single receipt. For example, a hotel bill may include a room cost per night, several different types of tax, parking fees, meals, housekeeping charges, in-room movies, and so on. Not all of these expenses are reimbursable, but they are all on the same receipt, so MyTravel displays them all.

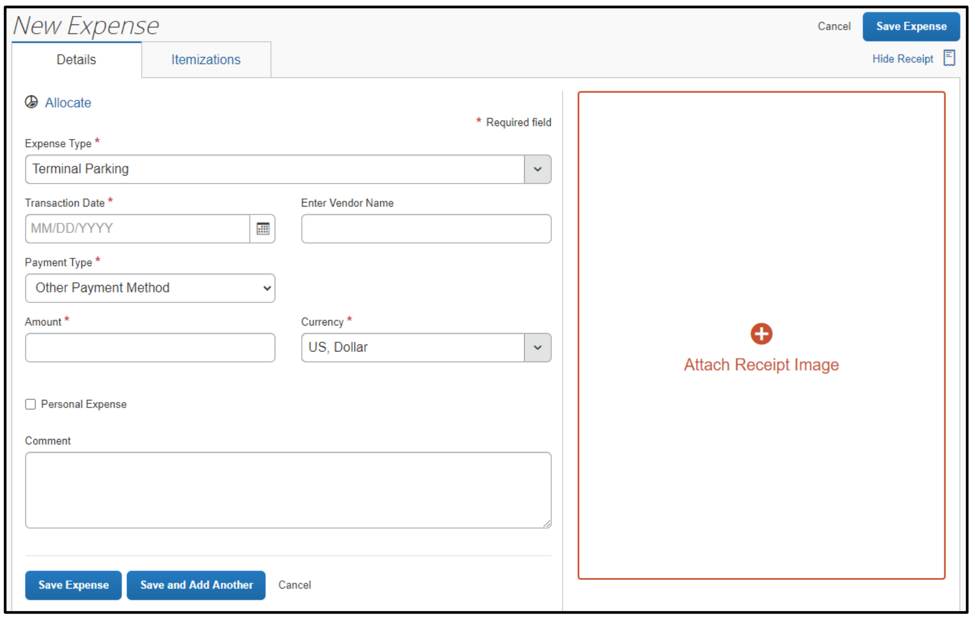

*Figure 39: **New Expense** Screen, **Details** Tab*

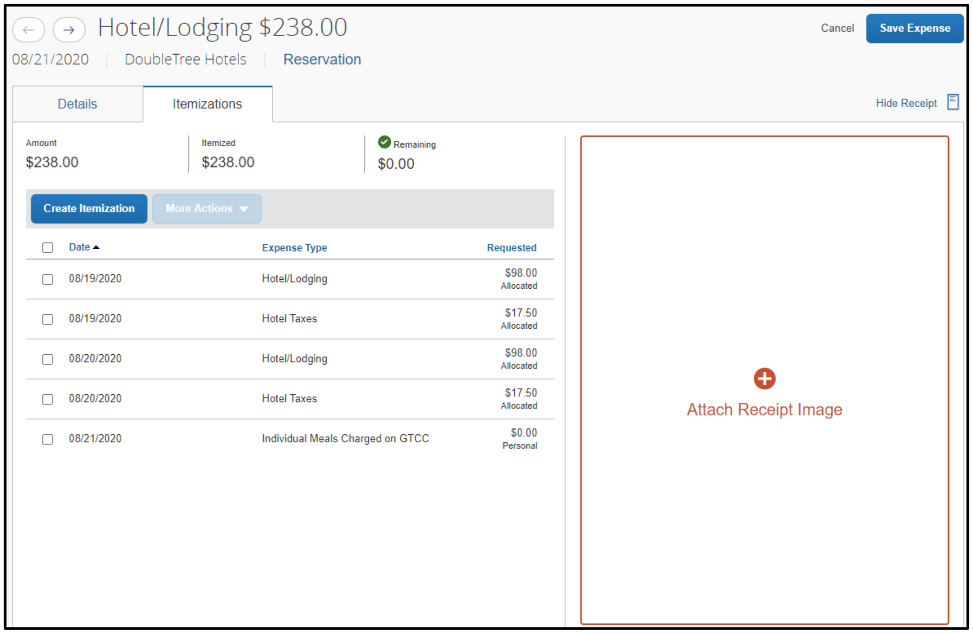

*Figure 40: **Edit Expense** Screen, **Itemizations** Tab*

Tables 14 and 15 show all expense types available on an expense report. Table 16 outlines the most commonly used options on the **New Expense** and **Edit Expense** screens.

Table 14: Available, Selectable Expenses on Expense Report

The TravelBot supports the use of these items. Use them as needed.

Expense Type	Expense	Notes
01. Transportation	**Airfare**	Total cost of flight
	Airline Fees	Reimbursable fees, (e.g., baggage)
	Airline Fees (Non-Reimbursable)	Example: voluntary upgrade fee
	Commercial Bus Fare	
	Government Vehicle Fuel	
	POV Mileage	Same as POV Mileage on request
	POV Reduced Rate	Use if GOV available but POV used
	Private Plane – Fees	
	Public Transportation	
	Rental Car	Total cost of car rental
	Rental Car Fuel	
	Taxi/Car/Ferry Service	Taxis, ride sharing
	TDY Parking	
	Terminal Parking	
	Tolls	
	Train Fare	Total cost of rail transportation
02. Lodging	**Dual Lodging**	Same as Dual Lodging on request
	Hotel/Lodging	Total hotel cost
	Internet/Wi-Fi Fees (for Official Use)	
03. Meals	**Individual Meals Charged on GTCC**	Not separately reimbursable
04. Other	**ATM Fees (Incidental Expense)**	Not separately reimbursable
	Baggage Handling Tips for Travelers w/ Special Needs	
	Cash Advance/ATM Withdrawal	Not separately resimbursable
	Conference Registration Fee	
	No Reimbursable/Personal Expense	
	Unclaimed M and IE	Use if you forgot to claim M&IE on request

Note: If you activated e-receipts in your MyTravel profile and the vendor is e-receipt capable, MyTravel does the itemization for you. You only need to access the **Itemizations** tab to verify the purchases included on the itemized receipt are correct, and adjust them if necessary. If you did not activate e-receipts or the vendor is not e-receipt capable, you must use the **Itemizations** tab to manually add itemizations.

- **Example:** Your receipt for a 2-night hotel stay shows a total cost of $230. The **Itemizations** tab shows the room plus taxes cost $100/night, for a total of $200. It also shows a single expense item with a cost of $20. In other words, the screen currently shows $220 worth of itemizations, meaning you must still enter the final $10 worth of itemizations.

Table 15: Available, Generally Non-Selectable Expenses on Expense Report

The TravelBot does not support the use of these items. Do not use them unless you have specific approval to do so.

Expense Type	Expense
01. Transportation	**Constructed Mileage Expense**
04. Other	**Interpreter Services**
05. Military Working Dog	**Hotel fees for Mil Work Dog**
	Kennel Handling Fee Mil Work Dog
08. International Related Expenses	**Foreign Country Entry/Exit Fees/Taxes**
	Foreign Currency Conversion Fees
	Immunizations/ Inoculations
	International Drivers Permit Fees
	International Guide Services/ Driver
	International Transaction Fees (Charged on Travel Card)
	Passport/Visa Fees

Table 16: Key Selectable Expense Options

Select …	To …
Key: *=Visible on screenshot [DT]=**Details** Tab, [IT]= **Itemizations** Tab	
[DT] *Key expense entry fields (multiple entry fields)	Enter Expense Type, Amount, Transaction Date, etc. Note: Specific options vary by expense type
[DT] ***Payment Type**	Select where the payment should go: • **GTCC** = GTCC Vendor; select this if the GTCC transaction has already processed • **Other Payment Method** = Traveler's account • **Pending GTCC Charge** = GTCC Vendor; select this if the GTCC transaction has not yet processed
[DT] ***Personal Expense**	Mark a single expense non-reimbursable (e.g., meal)
[IT] **Create Itemization**	Start manually itemizing expenses (See Note below)
[IT] ***Amount** / ***Itemized** / ***Remaining**	See receipt total, amount itemized, & amount still to itemize; you're done when **Remaining** = $0.00.
[IT] ***Expense Type**	Choose an expense type
[IT] ***Entry Type**	Enter a recurring cost or a single item cost
[IT] ***The Same Every Night** (multiple entry fields)	Enter room and tax costs that were identical on all nights of your stay
[IT] ***Not the Same** (multiple entry fields)	Enter room and tax costs that were different on at least one night of your stay
[IT] ***Attach Receipt Image**	Associate a receipt with this expense
[IT] **Personal Expense**	Mark an itemized expense non-reimbursable (e.g., movie)
[IT] ***Save Itemization**	Save and return to Details tab

4. Expenses Screen, Icons

Just as in the trip request, the expense report displays icons to provide information about each expense item. In addition to hard stop and warning icons (explained in Section III.C.10) the most common icons you'll see in an expense report are:

- = Missing mandatory receipt, attached receipt (thumbnail image). Although a missing mandatory receipt doesn't display as an exception at the top of the screen, it is a hard stop, meaning you can't submit a document when the icon is present.
- = The expense contains at least one comment.

When you're ready, select **Submit Report** to route it to the Approver. In most cases, you should expect to receive payment within 72 hours of approval. That payment comes from the US Treasury, and usually goes to the same bank account where your paycheck goes. If you prefer, you can have payments sent to a bank account other than your payroll account by contacting your finance POC or following your local business rules.

Important Note: Be very careful to only submit accurate expense reports. MyTravel does let you create multiple expense reports against the same trip request, and does let you include negative expense items, but all supplementary expense reports must have an overall positive value. This means that before you can submit a negative cost expense item to reflect an earlier overpayment, you must first balance it with a positive cost expense item.

- **Example:** After you filed your original expense report, you realized that you over-claimed your gas expense by $20. You could create a supplemental expense report with a gas claim for –$20, but you couldn't submit it that way, because the overall total is a negative amount (–$20). But if you also forgot to claim a $30 expense you can include both expense items and receive an additional $10 ($30-$20) as a result of the supplemental expense report.

V. Additional Resources

The items on this list provide the URLs for additional information you may find useful. Some of them are mentioned elsewhere in this guide.

1. Vendor-created User Guides and Demonstrations

   https://www.concurtraining.com/toolkit/en/expense/end-user/ui02

2. DTMO's MyTravel vs. DTS decision tool (aka, "TravelBot")

   https://www.defensetravel.dod.mil/travelbot

3. MyTravel direct link

   https://dodtravel.concursolutions.com

In addition, you can many helpful user guides and other informational papers:

- On the DTMO website's **MyTravel** screen at https://www.defensetravel.dod.mil/site/mytravel.cfm
- By logging onto MyTravel at the link in #3 above, then selecting **Help** in the upper right corner of the screen, then **Training** on the drop-down menu.